AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions and listings of claims in the application:

1. (Currently Amended) A computer-implemented method for managing a return of a product, the method comprising the steps, performed by a computer, of:

receiving at a first computer-implemented management system a return request for the product, wherein the return request is for a quantity of the product greater than one;

determining whether the return request is authorized;

creating a first record in the first system in response to a determination that the return request is authorized, the first record including a return authorization number (RAN);

issuing, from [[a]] the first system ~~of a supplier, a return authorization number (RAN)~~ the RAN associated with [[for]] the return request ~~when the return request is determined to be authorized~~;

creating a second record in a second computer-implemented management system ~~of the supplier~~ in response to receiving the RAN from the first system ~~for the return request~~, the second record being a warehouse request comprising ~~the RAN~~ a pending delivery item, the pending delivery item including the RAN, a product type, and the quantity of the product associated with the return request;

searching a database of the second system for the pending delivery item using a RAN associated with a product received at a warehouse;

determining, based on searching the database, if the quantity of the product associated with the return request included in the second record matches a quantity of the product received at the warehouse;

~~performing a comparison of a quantity of product included in the second record with a received quantity of product;~~

splitting the second record ~~in the second computer-implemented management system~~ into a plurality of new records ~~containing~~ including the RAN and having different statuses, when the quantity of the product associated with the return request included in the second record does not match the quantity of the product received at the warehouse~~, based on the comparison~~; [[and]]

re-combining the plurality of new records into the second record, when the quantity of the product associated with return request included in the second record matches the quantity of the product received at the warehouse; and

updating the second record to reflect that the quantity of the product associated with the return request included in the second record matches the quantity of the product received at the warehouse ~~in the second computer-implemented management system after the product has been returned~~.

2. (Previously Presented) The computer-implemented method of claim 1, wherein the first computer-implemented management system is a customer relationship management (CRM) system.

3. (Previously Presented) The computer-implemented method of claim 1, wherein the second computer-implemented management system comprises at least one of a supply chain management (SCM) management system and a warehouse management (WM) system.

4. (Currently Amended) The computer-implemented method of claim 3, wherein the second record is a delivery request.

5. (Previously Presented) The computer-implemented method of claim 1, wherein the method further comprises communicating information between the first and second computer-implemented management systems utilizing the RAN.

6. (Currently Amended) The computer-implemented method of claim 1, wherein the method further comprises providing a shipping label in response to ~~approving~~ authorizing the return request, the shipping label comprising the RAN.

7-8. (Canceled).

9. (Currently Amended) A computer-implemented method for managing a product return, the method comprising the steps, performed by a computer, of:

authorizing, using a first computer-implemented management system, a request from a customer to return a product, wherein the request from a customer is for a quantity of the product greater than one;

creating at least one record in each of a plurality of second computer-implemented management systems of a supplier when the request for the product return is authorized, the at least one record being a warehouse request comprising a pending delivery item, the pending delivery item including a unique identifier, a product type, and the quantity of the product associated with the request;

assigning [[a]] the unique identifier to the product return;

associating the unique identifier with each record corresponding the product to be returned;

searching a database associated with the second systems for the pending delivery item using a unique identifier associated with a product received at a warehouse;

determining, based on searching the database, if the quantity of the product associated with the request included in the at least one

record matches a quantity of the product received at the warehouse;

~~performing a comparison of a quantity of product included in the second record with a received quantity of product;~~

splitting the at least one record in each of the ~~plurality of computer-implemented management~~ second systems into a plurality of new records ~~containing~~ including the unique identifier and having different statuses, when the quantity of the product associated with the request included in the at least one record does not match the quantity of the product received at the warehouse~~, based on the comparison~~; and

exchanging information regarding the product return between the ~~plurality of computer-implemented management~~ second systems utilizing the unique identifier.

10. (Currently Amended) The computer-implemented method of claim 9, wherein the ~~plurality of computer-implemented management~~ second systems ~~comprises~~ comprise at least one of a customer relationship management (CRM) system, a supply chain management (SCM) system, and a warehouse management (WM) system.

11. (Currently Amended) The computer-implemented method of claim 10, wherein the ~~plurality of computer-implemented management~~ second systems ~~comprises~~ comprise the warehouse management (WM) system.

12. (Currently Amended) The computer-implemented method of claim 11, wherein the ~~plurality of computer-implemented management~~ second systems comprises a logistics, execution, and shipping (LES) management system.

13. (Currently Amended) A computer-implemented method for managing a product return, the method comprising the steps, performed by a computer, of:

assigning at least one return authorization number (RAN) to the product return, wherein the product return is for a quantity of the product greater than one;

creating, in a first database of a supplier, a return authorization record for the product return, the return authorization record comprising the RAN;

creating, in a second database of the supplier, a warehouse record for the product return, the warehouse record comprising ~~the RAN~~ a pending delivery item, the pending delivery item including the RAN, a product type, and the quantity of the product associated with the product return;

searching the second database using a RAN associated with a product received at a warehouse;

determining, based on searching the second database, if the quantity of the product associated with the product return included in the warehouse record matches a quantity of the product received at the warehouse;

~~performing a comparison of a quantity of product included in the warehouse record with a received quantity of product;~~

splitting the warehouse record ~~in the second database~~ into a plurality of new records ~~containing~~ including the RAN and having different statuses, when the quantity of the product associated with the product return included in the warehouse record does not match the quantity of the product received at the warehouse~~, based on the comparison~~; and

updating the return authorization record and the warehouse record to include information associated with the RAN.

14. (Previously Presented) The computer-implemented method of claim 13, wherein the return authorization record comprises a plurality of return authorization items.

15. (Previously Presented) The computer-implemented method of claim 14, wherein each return authorization item comprises a unique RAN.

16. (Previously Presented) The computer-implemented method of claim 14, wherein the warehouse record comprises a plurality of pending delivery items, each of the pending delivery items being created for at least one of the return authorization items.

17. (Previously Presented) The computer-implemented method of claim 13, wherein the second database is a warehouse management (WM) system.

18. (Previously Presented) The computer-implemented method of claim 13, wherein the return authorization record further comprises a product type and a quantity.

19. (Previously Presented) The computer-implemented method of claim 13, further comprising creating a shipping label based on the return authorization record and communicating the shipping label to a customer.

20. (Currently Amended) A computer-implemented method for managing a product return, the method comprising the steps, performed by a computer of:

indexing a first record in a first database of a supplier for a product return using at least one unique identifier, wherein the product return is for a quantity of the product greater than one;

creating a second record for the product return in a second database of the supplier, the second record ~~in the second database~~ comprising ~~the unique identifier~~ a pending delivery item, the pending delivery item including the at least one unique identifier, a product type, and the quantity of the product associated with the product return;

searching the second database using a unique identifier associated with a product received at a warehouse;

determining, based on searching the second database, if the quantity of the product associated with the product return included in the second record matches a quantity of the product received at the warehouse;

~~performing a comparison of a quantity of product included in the record for the product return with a received quantity of product~~;

splitting the second record in the second database into a plurality of new records ~~containing~~ including the at least one unique identifier and having different statuses, when the quantity of the product associated with the product return included in the second record does not match the quantity of the product received at the warehouse~~, based on the comparison~~; and

exchanging, between the first and second databases, information related to the product return, wherein each item of exchanged information is identified by the at least one unique identifier.

21. (Currently Amended) A computer-readable medium including a memory containing instructions for carrying out a method for managing a product return, the method comprising:

creating a first record in a customer relationship management (CRM) system of a supplier for a product return using at least one return authorization number (RAN), wherein the product return is for a quantity of the product greater than one;

creating a second record for the product return in a warehouse management (WM) system of the supplier using the return authorization number, the second record comprising a pending delivery item, the pending delivery item including at least one RAN, a product type, and the quantity of the product associated with the product return;

searching a database associated with WM system for the pending delivery item using a RAN associated with a product received at a warehouse;

determining, based on searching the database, if the quantity of the product associated with the product return included in the second record matches a quantity of the product received at the warehouse;

~~performing a comparison of a quantity of product included in the record for the product return with a received quantity of product;~~

splitting the second record ~~in the WM system~~ into a plurality of new records ~~containing~~ including the at least one RAN and having different statuses, when the quantity of the product associated with the product return in the second record does not match the quantity of the product received at the warehouse~~, based on the comparison~~; and

exchanging between the management systems information related to the product return, wherein each item of exchanged information is identified by the return authorization number.

22. (Currently Amended) The medium of claim 21, wherein the first record ~~in the CRM system~~ is a return authorization record.

23. (Currently Amended) The medium of claim 21, wherein the second record ~~in the WM system~~ is a pending delivery record.

24. (Currently Amended) A computer-readable medium including a memory containing instructions for carrying out a method, the method comprising:

assigning a return authorization number (RAN) to an approved product return, wherein the product return is for a quantity of the product greater than one;

creating, in a first database of a supplier, a return authorization record for the approved product return, the return authorization record comprising the RAN;

creating, in a second database of the supplier, a pending delivery record comprising ~~the RAN~~ a pending delivery item, the pending delivery item including the RAN, a product type, and the quantity of the product associated with the product return;

searching the second database for the pending delivery item using a RAN associated with a product received at a warehouse;

determining, based on searching the second database, if the quantity of the product associated with the product return included in the pending delivery record matches a quantity of the product received at the warehouse;

~~performing a comparison of a quantity of product included in the pending delivery record with a received quantity of product;~~

splitting the pending delivery record ~~in the second database~~ into a plurality of new records ~~containing~~ including the RAN and having different statuses, when the quantity of the product associated with the product return included in the delivery record does not match the quantity of the product received at the warehouse~~, based on the comparison~~; and

updating the return authorization and the pending delivery records using the RAN.

25. (Previously Presented) The medium of claim 24, wherein the return authorization record comprises a plurality of return authorization items.

26. (Previously Presented) The medium of claim 25, wherein each return authorization item comprises a return authorization number.

27. (Previously Presented) The medium of claim 25, wherein a pending delivery item is created for each return authorization item.

28. (Previously Presented) The medium of claim 24, wherein the second database is a warehouse management database.

29. (Previously Presented) The medium of claim 24, wherein the return authorization record further comprises a product type and a quantity.

30. (Previously Presented) The medium of claim 24, further comprising creating a shipping label based on the return authorization record and communicating the shipping label to a customer.

31. (Currently Amended) A computer-readable medium including a memory containing instructions for carrying out a method for managing a product return, the method comprising:

authorizing using a first computer-implemented management system a request from a customer to return a product, wherein the request is for a quantity of the product greater than one;

creating at least one record in each of a plurality of second management systems of a supplier for handling the product return, the at least one record being a warehouse request comprising a pending delivery item, the pending delivery item including a unique identifier, a product type, and the quantity of the product associated with the request;

assigning [[a]] the unique identifier to the product return;

associating the unique identifier with each record corresponding to the product to be returned;

searching a database associated with the second systems for the pending delivery item using a unique identifier associated with a product received at a warehouse;

determining, based on searching the database, if the quantity of the product associated with the request included in the at least one record matches a quantity of the product received at the warehouse;

~~performing a comparison of a quantity of product included in the at least one record with a received quantity of product;~~

splitting the at least one record in into a plurality of new records ~~containing~~ including the unique identifier and having different statuses, when the quantity of the product associated with the request included in the at least one record does not match the quantity of the product received at the warehouse~~, based on the comparison~~; and

exchanging information regarding the product return between the ~~plurality of management~~ second systems utilizing the unique identifier.

32. (Currently Amended) A system for managing a return of a product, the system comprising:

a first computer comprising a first database of a supplier configured to receive a return request for the product, and to generate a first record comprising a return authorization number (RAN) for the product if the return request is authorized, wherein a quantity of the returned item is greater than one; and

a second computer comprising a second database of the supplier, in communication with the first database, configured to create a second record corresponding to the return, the second record comprising ~~the RAN~~ a pending delivery item, the pending delivery item including the RAN, a product type, and the quantity of the returned item associated with the return request;

wherein the second computer is configured to determine, based on searching the second database, if the quantity of the returned item

associated with the return request included in the second record matches a quantity of the product received at the warehouse, and configured to split the second record into a plurality of new records including the RAN and having different statuses, when the quantity of the returned item associated with the return request included in the second record does not match the quantity of the product received at the warehouse; and

wherein the first and second database are each configured to exchange information regarding the return utilizing the RAN~~, and are each configured to split the second record in response to receiving not all of a quantity of product included in the second record~~.

33. (Original) The system of claim 32, wherein the first record is a return authorization record.

34. (Original) The system of claim 33, wherein the return authorization record comprises a plurality of return authorization items, each corresponding to a unique RAN.

35. (Original) The system of claim 32, wherein the second record is a pending delivery record.

36. (Original) The system of claim 35, wherein the pending delivery comprises a plurality of pending delivery items each corresponding to a return authorization item.

37-39. (Canceled).

40. (Currently Amended) A system for managing a product return, the system comprising:

a computer of a supplier configured to:

assign a return authorization number (RAN) to a product return, wherein a quantity of the product return is greater than one; and

a plurality of databases of the supplier, the databases configured to:

receive the RAN and to create at least one record corresponding to the product return, wherein each record corresponding to the return item ~~is uniquely associated with the RAN~~ comprises a pending delivery item, the pending delivery item including the RAN, a product type, and the quantity of the product return;

search the databases for the pending delivery item using a RAN associated with a product received at a warehouse;

determine, based on a search of the databases, if the quantity of the product associated with the product return included in the at least one record matches a quantity of the product received at the warehouse;

~~perform a comparison of a quantity of product included in the at least one record corresponding to the product return with a received quantity of product~~; and

split the at least one record corresponding to the product return into a plurality of new records including the RAN and having different statuses, when the quantity of the product return included in the at least one record does not match the quantity of the product received at the warehouse ~~based on the comparison~~.

41. (Currently Amended) A system for managing a product return, the system comprising:

a first computer of a supplier comprising a user interface for:

receiving a return request from a customer, wherein a quantity of the return request is greater than one,

creating a first record comprising a return authorization number (RAN), and

transmitting to the customer an authorization for a product return comprising the RAN; and

a second computer of the supplier, in communication with the first computer, configured to:

receive the RAN,

create, upon receipt of the return authorization, a second record in a database comprising ~~the RAN~~ a pending delivery item, the pending delivery item including the RAN, a product type, and the quantity of the return request,

search a database associated with the second computer for the pending delivery item using a RAN associated with a product received at a warehouse,

determine, based on a search of the database, if the quantity of the return request included in the second record matches a quantity of the product received at the warehouse,

~~perform a comparison of a quantity of product included in the second record with a received quantity of product~~; and

split the second record into a plurality of new records including the RAN and having different statuses, when the quantity of the return request included in the at least one record does not match the quantity of the product received at the warehouse ~~based on the comparison~~.

42. (Original) The system of claim 41, wherein the user interface comprises a web site.

43. (Original) The system of claim 42, wherein a customer submits a return request via the web site.

44. (Original) The system of claim 42, wherein the first computer creates a shipping label and transmits the shipping label to a customer via the web site.

45. (Previously Presented) The system of claim 41, wherein the first and second computers communicate using an electronic data exchange (EDI).

46. (Previously Presented) The system of claim 41, wherein the first and second computers communicate using a Basic Application Interface (BAPI).

47. (Original) The system of claim 41, wherein the first and second computers communicate using R/3 information objects.